

A great big Thank You to all attendees, hosts, volunteers, and donors!

### Montana Department of Labor & Industry

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Robert Ward, Enterprise Rent-a-Car  
Gary Willis, Shodair Hospital  
Webb Brown, Montana Chamber of Commerce  
Deb Buxbaum, Helena Job Service Workforce Center  
Darlene Chamberlin, Helena High School  
Wendy Coensgen, Macy's  
Barry Emmett, Vann's  
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Charles Geary, Department of Corrections  
Anna Kazmierows, A2Z Personnel Helena  
Deena Korting, A2Z Personnel Helena  
Kelly McArdle, American Federal Savings Bank  
Kate Menzia, The Center for Mental Health  
Dave Morey, Office of Public Assistance  
Pat Roth, Glacier Bancorp, Inc.  
Alan Thompson, University of Montana-Helena COT  
Rosie Walsh, Carroll College  
Larry Westfall, L&S Teambuilders  
Tina Whitaker, MT Committee for Employer Support of Guard & Reserve  
Cathy Wood, Student Assistance Foundation

#### Conference Planning Committee

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Dave Laber      Chris Wilhelm

#### Conference Volunteers

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We would like to extend a special thank you to all of the staff at the Helena Job Service Workforce Center for their assistance, patience, and support!

#### Donors

A2Z Personnel Helena	Independent Record
American Federal Savings Bank	Montana Chamber of Commerce
Helena Chamber of Commerce	Montana Committee for Employer Support
Helena High School (Mrs. Chamberlain's (Business Class))	of Guard and Reserve
Helena Industries	Morrell Creek Associates
Helena Job Service Workforce Center	Personnel Plus
Student Assistance Foundation	SHRM
	Wayne Miller Coins



# MONTANA DEPARTMENT OF LABOR & INDUSTRY INNOVATION IN BUSINESS CONFERENCE



MAY 18-21  
2009

*The 3rd annual event for Montana's  
private sector businesses, and  
professionals representing  
workforce development, education,  
and economic development.*

RED LION COLONIAL INN ~ HELENA, MT





Governor Brian Schweitzer  
Kelth Kelly, Commissioner

## Montana

### Department of Labor and Industry

#### Commissioner's Office

May 19, 2009

As Commissioner for Montana Department of Labor and Industry, I would like to welcome you to the third annual Montana Innovation in Business Conference. Our agenda was planned with our business partners in mind. We hope these efforts will provide you valuable information, as a business owner or leader in your organization.

Our keynote speaker, Scott Lilley, nationally acclaimed speaker, will present "The Magic of World Class Service." In his presentation, Scott will share a first-hand look at how the best service organization in the world creates a cutting-edge service culture. As an additional treat, Scott will be presenting "Making a Difference" where he will discuss how are behaviors impact the people and world around us.

Additional presentations include presentations by Montana State Fund, Human Rights, and Workers Compensation. Jolene Jefferies will present on *Facilitating the Labor Market: An Alliance of State Workforce Agencies and Fortune 500 Companies*. Unemployment Insurance will speak about both UI Benefits and UI Tax, Jeanne Bender will present on Human Resource Law. Audrey Hinman will present *Web 2.0 – Why Should I Care?*

The Department of Revenue will discuss their online services. Wage and Hour and the Board of Labor Appeals will speak. You'll hear *Legislative Updates* from the Department of Labor and Industry. The Interagency Rapid Response team will present *Coping with Layoffs... You are Not Alone!* Wednesday evening concludes our conference with an award ceremony and banquet followed by Dr. Brad Nieder, *The Healthy Humorist*, presenting *Laughter is the Best Medicine*.

Both days offer networking breakfasts and networking luncheons. Thank you for attending the 2009 Montana Innovation in Business Conference. I hope you will enjoy the next two days of learning, networking, and information sharing.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kelth Kelly".

Commissioner

## GENERAL CONFERENCE INFORMATION

### Co-Hosts

This year's **Montana Innovation in Business Conference** is co-hosted by the Montana Department of Labor & Industry and the Helena Job Service Employers' Council (JSEC).

### FACILITY

The Conference is at the Red Lion Colonial Hotel located at 2301 Colonial Drive, Helena, MT 59601. The phone number is 406-443-6702. The fax is 406-442-0301.

### REGISTRATION TABLE

The registration table is located in the pre-function area, just outside the meeting rooms, of the Red Lion. A registration table will also be available at the Early Bird Registration and Networking function, held at the Green Meadow Country Club. Staff will be available at the registration table to assist you during registration and conference hours.

### NAME BADGES

Please wear your conference name badges at all times. Badges are required for entrance to all conference sessions.

### NETWORKING EVENTS

- **Early Bird Registration & Networking**—Monday, May 18, 5:30 p.m.—7:30 p.m.  
Located at the Green Meadow Country Club, 2720 Country Club Avenue  
For registered attendees and their paid guests.  
Heavy hors d'oeuvres and a no-host bar.
- **Networking Breakfasts**—Tuesday through Thursday, May 19-21, 7:00 a.m.—8:00 a.m.  
Red Lion Colonial Inn, Legislative / Judicial Rooms.  
Tuesday and Wednesday offer full breakfast buffets. Thursday offers a continental breakfast.  
Complimentary with your paid registration.
- **Networking Luncheons**—Tuesday and Wednesday, May 19 & 20, 12:00 p.m.—1:00 p.m.  
Red Lion Colonial Inn, Legislative / Judicial Rooms.  
Complementary with all paid registrations.
- **Award Ceremony**—Wednesday, May 20, 5:30 p.m.—9:00 p.m.  
Red Lion Colonial Inn, Capitol Room.  
No-host bar for cocktail hour, followed by awards presentation, dinner, and entertainment.  
Conference attendees and their registered guests are welcome.  
*Admission will be by event ticket only.*

### CONCURRENT SESSION CHOICES

Each session is filled on a first-come, first-served basis. There should be ample seating, but if a room is filled, please refer to your conference program and attend another session. Some sessions are offered twice, so please check your program.

### REFRESHMENT BREAKS

All refreshment breaks will be served in the Vendor area in the Pre-Function Area outside the meeting rooms.

## SPEAKERS

processing over 16,000 Louisiana benefit claims and calls over the telephone and through the internet right here in Montana. He has enhanced UI services offering unemployed workers internet benefit claims filing UI4U and Direct Deposit service for benefit payments, and employer on-line registration, UI4Employers. Roy recently chaired his Church's Building Steering Committee, completing \$1 million education and social center addition and served 5 years on the Original Governor's Mansion Restoration Board. Roy and his wife, Cynthia, an elementary school teacher, reside in Helena and have two married daughters and four grandchildren.



**Brad Nelson**—Brad is the new Veterans Program Manager for Montana (if 10 months can still be considered new). He came to the Department from the Montana Army National Guard after serving 28 years (combined service) in the military. He served one tour in Afghanistan from August 2006 through September 2007, before retiring in July 2008. His last assignment having been 7 years as the Education Services Officer with the Montana National Guard. In that capacity, he assisted service members in setting and achieving their civilian education goals through the use of numerous programs available with the National Guard. His desire to assist Veterans in achieving their goals continues in this new position.

**Dr. Brad Nieder**—Just prior to going off to college, Brad discovered improvisational comedy. So while a freshman at Stanford University, he became a founding member of the SIMPS improv comedy troupe. During medical school at the University of Colorado, Brad frequently performed standup comedy throughout Denver for both live audiences...and cadavers. He then took his unique style to the East Coast when he went to the Medical College of Virginia for his residency training. He still traverses the country, but he once again lives in Denver, a general practitioner who some would say is a specialist in Healthy Humor™! He's even a contributing author of the book "Humor Me," which features his popular poem of wellness advice.

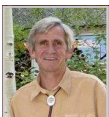
**Jim Pierce**—Jim Pierce is Programming Supervisor for the Montana Department of Labor and Industry's Workforce Services Division.

**Dore Schwinden**—Dore Schwinden is the Deputy Commissioner of the Montana Department of Labor and Industry. Born and raised in Wolf Point, Montana and a graduate of the University of Montana, Dore served in the House of Representatives in 1993 and 1995. He is the fourth generation owner/operator of a family farm in Roosevelt County and previously the President of a management and consulting firm representing the Stillwater Mining Company, Montana Farmers Union and a variety of political clients. Dore was formerly the Treasurer/CFO for the Montana Wildlife Federation and Land Board representative for the Office of the State Auditor. He resides in Helena with his son, Nick.

**Jason Swant**—Jason has a degree in behavioral science from Northwest University, in Kirkland Washington. He has over 15 years experience with social engineering for cultural change. His areas of experience include: substance abuse prevention: nutrition & physical activity to reduce obesity: cardiovascular health; stroke & heart attack prevention: diabetes prevention: and tobacco use prevention. At WorkSafeMT Jason is applying his experience working with social norms to change Montana's safety culture thereby helping to improve employee safety, reduce lost productivity, decrease workers' compensation premiums, and enhance Montana's ability to compete for new businesses.

## SPEAKERS

Jerry has been an employee of the Montana Department of Labor and Industry for 24 years. He has been Administrator of ERD since October 1998. Prior to being appointed as Administrator, he worked as an investigator, compliance supervisor, and bureau chief in the Human Rights Bureau.



**Keith Kelly**—Keith was appointed in 2005 by Governor Schweitzer to serve as the Commissioner of the Montana Department of Labor and Industry. Prior to being appointed Commissioner of Labor, Kelly served as the Division Administrator for the Unemployment Insurance Division for the Montana Department Of Labor and Industry. Kelly was appointed by President Clinton as Administrator of the Farm Service Agency in Washington D.C.

He was the Director of the Montana Department of Agriculture under former Governor Ted Schwinden, served as the Deputy Secretary of State under former Secretary Mike Cooney and was the Director of the Arizona Department of Agriculture for 7 years under a Republican Governor. Kelly served with the Army 101st Airborne Division in Vietnam and was awarded the Bronze Star. He graduated from Red Lodge High School, and received his bachelor's degree in Ag Business and his master's degree in Economics; both at Montana State University. Kelly is married with 4 children and 5 grandchildren.



**Bruce Knutson**—Bruce is the Veterans Education Program Manager for the Veterans Administration State Approving Agency. He is a 24-year Veteran of the US Army and US Naval Reserve, currently serving as Chief Petty Officer in the UI Naval Reserve as Senior Enlisted Advisor in Helena. Also an Operation Iraqi Freedom (OIF) Veteran, Bruce served with the US Navy, MNCB 18 Anti Terrorism Force Protection Officer. He is a retired Montana Law Enforcement Officer and has a BS from Western Montana College where he majored in Biology and Chemistry. Bruce is currently pursuing an MPA from University of Montana.



**Carl Kochman**—Carl is the Communications and Public Relations Leader at Montana State Fund. His media, public relations and advertising career spans close to 40 years, all 50 U.S. states and more than 27 other countries. He has founded two successful companies. He was President/CEO of Wendt Kochman (Great Falls and Billings) and was V.P. of Creative Services for Flying Horse Communication in Bozeman. Carl is an alum of Carroll College and MSU-Bozeman. He is currently on the Board of the Montana Ambassadors, the Upper Tenmile Watershed Collaborative and the Rimini Water/Sewer Board. He served 12 years on the Governor's Tourism Advisory Council and on the boards for the Montana Chamber of Commerce, Montana Innkeepers Association, PPL Montana Community Giving Board to name a few.



**Casey Kyler-West**—Casey is the Communications Director for the Department of Labor and Industry. Before coming to work for the Department, Casey was the News Director for the Local NBC Affiliate in Helena. She started at the station as an intern in 2000 and became the News Director in 2005. Casey covered a variety of stories while working for KTVH, which include President Bush's visit to Great Falls, flying in a B-29 Bomber and Blackhawk Helicopter, the former President of Kyrgyzstan's visit to Helena, the escape of prisoners being transported to Deer Lodge, Forest Fires, and several more. She also coordinated live interviews with Governor

Brian Schweitzer and other political figures on Nationally Syndicated News Programs on CNN, Bloomberg News and MSNBC.

As the Communications Director for the Department of Labor and Industry Casey's primary responsibilities are publishing the Department's biannual magazine "Main Street Montana", coordinating media coverage and updating the Department's internal and external website. She is also responsible for promoting career network information; the American Reinvestment and Recovery Act and how it affects Montana's workforce; employment statistics; the evolving energy industry and its impact on the workforce; as well as making sure employers and employees know their rights when it comes to workers' compensation, safety in the workplace and the Montana Human Rights Act. Casey also coordinates public service announcements and education campaigns for the Department of Labor and Industry and the Governor's Office on Community Service.

**Pam McDaniel**—Pam is the supervisor for the Department of Labor's, Employment Relations Division, Wage & Hour Unit. She's been with the Wage & Hour Unit for the past 26 years holding various positions, 16 of those years as a compliance specialist. As a compliance specialist, she investigated wage claims for non-payment of wages, improper withholdings, minimum wage and overtime violations along with providing training to interested organizations on various labor law requirements.



**Roy Mulvaney**—Roy was born and raised in Helena and a third generation Montanan with family roots in mining and railroads. He is a graduate of the University of Montana. He has 32 years of service with the Department of Labor and Industry all with the Unemployment Insurance (UI) Division and has been UI Administrator since 2005. In September 2005, Katrina and Rita hurricanes ravaged the Gulf Coast leaving many Louisiana people homeless and unemployed. Roy mobilized Montana UI employees to come to the aid of their sister state

## RESTROOMS

Restrooms are available in 3 locations:

- On the first floor, between the meeting rooms and the lounge
- On the first floor, in the Natatorium (near the pool)
- On the 2nd floor, between the Governor and Senate rooms.

## FUND RAISERS

- **Raffle**—Raffle items will be available for viewing during conference hours (from 7:00 a.m.—5:00 p.m.) in the Capitol and State rooms. Tickets are available throughout the conference. Cost is 1 for \$1 or 6 for \$5. Closes Wednesday, May 20 at 6:30 p.m. Winners announced Wednesday, May 20 during Award Ceremony. Need not be present to win. Proceeds shared by MSEC and Great Falls JSEC.
- **Silent Auction**—Items will be available for viewing during conference hours (from 7:00 a.m.—5:00 p.m.) in the Capitol and State rooms Closes Wednesday, May 20th at 3:40 p.m. Highest bidder announced Wednesday, May 20th at 4:30 p.m. Items available for immediate pickup. Proceeds go to the MSEC.
- **50/50 Drawing**—Tickets are available 3 for \$1 or an arms length for \$5. Winner announced Wednesday, May 20th at 12:00 p.m. Proceeds shared by the winner and the Helena JSEC.

The purpose of these fund raisers is to help fund MSEC and Helena JSEC activities such as: youth scholarships, training opportunities, job fairs, peer recognition, and to sponsor Jobs for Montana's Graduates (JMG) youth participants attendance at their annual National convention. Please help support these worthy causes!

## EMERGENCY ASSISTANCE

If you need assistance, please advise staff at the Conference Registration Desk, or call the hotel operator by dialing "0".

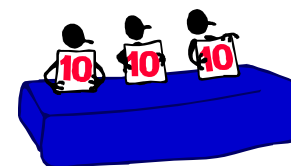
## CELL PHONES



As a courtesy to others, please either turn off your cell phone or set it to silent mode during meals and sessions. Thank you!

## EVALUATION

Help us plan next year's conference! Please take a few moments to complete evaluations after each presentation and at the end of the conference. Each evaluation give us ideas for next year and is worth one entry into the drawing for fun door prizes. The more surveys you complete, the more chances you have to win!



Door prize drawings will be held each day at lunch and wrap up.



## Monday, May 18, 2009

12:00 p.m.—1:00 p.m.

Pre-Function Area

Conference Registration

1:00 pm.—2:15 p.m.

Capitol Room

MSEC / Statewide JSEC Business Meeting

5:30 p.m.—7:30 p.m.

Green Meadow Country Club

Early Bird Registration & Networking Event

Enjoy an evening at the beautifully renovated Green Meadow Country Club. The Archie Bray Museum and Spring Meadow State Park are within easy walking distance. The Fort Harrison Museum is a short 10-minute drive away. Hors d'oeuvres and a no-host bar are available.

Please Note: Registered conference attendees and their paid guests only.



## Tuesday, May 19, 2009

7:00 a.m.—9:00 a.m.

Pre-Function Area

Conference Registration

7:00 a.m.—8:00 a.m.

Legislative / Judicial Room

Networking (Breakfast Buffet Provided)

A complimentary breakfast buffet is provided with your registration. **Menu:** Warm Chipotle flour tortillas and scrambled eggs. Served with sausage, Pico salsa, pepper jack cheese, charred jalapeno peppers, roasted onions, bell pepper, guacamole and sour cream, roasted breakfast potatoes and a platter of fresh seasonal fruit, freshly squeezed orange juice and freshly brewed coffee, decaf, or hot tea.

8:00 a.m.—9:20 a.m.

Capitol Room

Presentation of the Colors

Montana National Guard Honor Guard



Pledge of Allegiance

Welcome and Opening Comments

Keith Kelly, Commissioner, MT Dept. of Labor & Industry

What does the Stimulus mean for Montana?



## SPEAKERS

serving as the Senior Army Advisor for the 70th Regional Readiness Command with oversight responsibilities for reserve units in Washington, Oregon, and Idaho. Le then returned to the family home in Bozeman, Montana, and was soon hired as the Program Manager for the Lewis and Clark region of the Troops to Teachers program. Le and his wife are the proud parents of two sons who followed their father's footsteps with successful military careers of their own, and grandparents of four grandchildren.



**Dan Gengler**—Dan has been the Internal Actuary at the Montana State Fund since 1995. Prior to that he was a senior budget analyst for the Governor's Office, a health care finance analyst for the Office of Management and Budget in Washington DC, and a research analyst at the Congressional Budget Office. Dan also served two years with the Executive Office of the President under a Presidential Management Internship and was the 1985 recipient of the Lyndon Baines Johnson Congressional Fellowship. Dan received a Bachelor of Arts degree Summa Cum Laude from Creighton University, a Master of Public Affairs from the University of Texas, and studied for a doctorate in economics at the University of Maryland.

**John Harper, SPHR** – John is the Supervisor of the Billings Job Service. John has been with the state workforce services division for 8 years and previously worked over 25 years in private industry in various Human Resource capacities.



**Audrey Hinman**—Audrey has been the Bureau Chief of the Application Technology Services Bureau within the Information Technology Services Division (ITSD), Department of Administration for the State of Montana for twelve years. She is responsible for overseeing mt.gov, the official state website; MINE (the Montana Information Network for Employees), the official state intranet website; the Montana eGovernment services initiative, and application development and hosting services provided by ITSD.

Part of her role for the Montana eGovernment services initiative is to encourage state agencies to provide government services online. Since the initiative began in January 2001, the State has put over 150 eGovernment services into production. These services range from business services, such as the Business Entity Search, Business Tax Express, and the Professional and Occupational Licensing service, to citizen services such as Online Hunting and Fishing Licenses, Child Support Payments and the Convicted Offender Network.

Prior to working for the State of Montana, Ms. Hinman was a Quality Assurance Manager for WordPerfect, Novell and Corel for the WordPerfect product lines.

Ms. Hinman holds a Bachelor of Science degree in Business Management from the University of Montana and a Master of Business Administration (MBA) degree from Eastern Washington University.



**Jolene Jefferies** - Jolene is currently the Vice President of Government Relations with DirectEmployers Association. With over 22 years of Human Resources experience in multiple industries, Jolene was previously the Director of Employment for Union Pacific Railroad for 10 years. She has expert-level experience in all facets of recruiting and has developed partnerships with the military, state workforce agencies, and education to address workforce shortages. Jolene is the recipient of several awards for her innovative recruiting strategies and is a graduate of the University of Nebraska at Omaha. She is also certified as a Senior Professional in Human Resources (SPHR).



**Mike Jetty** - Mike is an Indian Education Specialist with the Office of Public Instruction. He is an enrolled member of the Spirit Lake Dakota Nation. He has been working with Indian Education issues for 18 years as a classroom teacher, university instructor and Education Specialist. Mike has a B.S. in History Education (USD) and a Masters in School Administration (MSU-Bozeman). In 2008 Mike was honored to be chosen as the Indian Educator of the Year by the Montana Indian Education Association. Just in the past year, Mike has spoken to over 1000 educators regarding Indian Education issues. He is married to Laura Ferguson and they have 2 daughters, Rosie (11) and Sapphire (5).



**Jerry Keck**—Jerry is the Administrator of the Employment Relations Division (ERD) of the Montana Department of Labor and Industry. ERD provides a wide variety of services and regulation related to the employer – employee relationship. The Division includes the Workers' Compensation Claims Assistance Bureau, the Workers' Compensation Regulation Bureau, the Safety Bureau, the Labor Standards Bureau, and the Human Rights Bureau. The Division also provides education and technical assistance to employers in understanding and complying with state labor laws, and provides informal investigations and mediation of disputes that do arise.

## SPEAKERS

**Diane Blanchi**—Diane manages the Field Unit for Unemployment Insurance. Her eleven employees are located across Montana and audit employers, collect delinquent payroll reports and investigate work relationships. A Roundup native, Diane graduated from the University of Montana with a major in accounting and has worked for Montana U.I. since 1976. Diane lives in Billings and is married to a Bobcat. When her two sons are not keeping her busy with American Legion baseball and laundry, Diane likes to garden, camp, and read books.

**Sharon Blunn**—Sharon is the Training and Development Specialist for the Montana Department of Labor and Industry's Unemployment Insurance Division, where she has worked for the past six years. She speaks at Assistance to Business Clinics (ABC Clinics) across the state. She also presents at Rapid Response Seminars in order to familiarize workers on the processes and requirements to file for Unemployment Insurance. Sharon received a BAE from Eastern Washington University.

**Ingrid Childress** - Ingrid is coordinating Governor Brian Schweitzer's Interagency Rapid Response initiative for dislocated Montana workers. She spent 7 years as the administrator of the Workforce Services Division in the Montana Department of Labor and Industry and has been in the employment, training and workforce development field for nearly 25 years. She has been responsible for administration of the Montana Job Service Workforce Centers, the Workforce Investment Act with its system of One Stop Centers, collection, analysis and dissemination of labor market information, and overseeing workforce development programs. Prior to service in state government, Ingrid worked in the private sector for non-profit and for-profit organizations.



**Leanora Coles**—Leanora, aka Lea, is an Attorney with the Department of Labor and Industry. As an attorney for the Department, Lea primarily represents the Uninsured Employers' Fund in disputed cases before the Montana Workers' Compensation Court. She is also legal counsel to the Board of Labor Appeals, advising the Board in the UI appeals it considers and representing the Board in any District Court matters. Lea also works with the Montana Human Rights Bureau.

Lea graduated from Gonzaga University School of Law in 2002 and has focused her legal practice primarily in workers' compensation, unemployment insurance, and human rights. Lea is licensed to practice law in both Washington State and Montana. Prior to coming to work for the Department, Lea worked as an Attorney for a law firm in Seattle, representing self-insured employers in workers' compensation matters. Lea has also worked as a law clerk for the Washington State Attorney General's Department of Labor and Industry and for a small firm in Florida, representing head injury & spinal cord injury person(s) in personal insurance and medical malpractice litigation.

**Mike Cooney**—Mike is Administrator of the Business Standards Division of Montana Department of Labor and Industry.



**Tom Cummins** —A Navy Veteran, Tom has a Bachelors degree in Spanish and Spanish Literature from University of Kansas and a Masters degree in Spanish and Latin American Literature from San Diego State University. While in the Navy, he was stationed at Fleet Training Center in San Diego. Tom served as the Department of Veterans Affairs (VA) Education Liaison Representative for Colorado, Wyoming and Montana. The Education Liaison Representative is the liaison person for GI Bill Benefits between the VA, the Schools and the State Approving Agency. After retiring from the VA in October 2006, Tom moved to Montana where he began working for Veterans Education at the Office of Public Instruction. Tom is married with two grown children.

**Dave Delaney**—Dave is a Workforce Consultant in the Great Falls Job Service Workforce Center.

**Grant Eillessen**—Grant is the Employment Coordinator for Department of Veterans Affairs, Vocational Rehabilitation and Employment at Fort Harrison. He has been in this position for nearly three years. Prior to accepting a position with the Department of Veterans Affairs, he spent fourteen years with the Department of Labor and Industry as a Disabled Veteran Outreach Program Specialist at the Butte/Anaconda/Dillon Job Service offices. His expertise and knowledge in working with Montana's disabled Veterans is unmatched.



**LeRoy "Le" Gaub, Colonel, United States Army Reserve (Retired)** - Le graduated from Terry High School and received a Bachelor of Science degree in Agricultural Education from Montana State University. He then completed his Master of Arts degree in Organizational Management at the University of Phoenix. Upon graduation from Montana State University, Leenlisted in the Army where he served a successful 30-year career beginning with a commission of Second Lieutenant with the 101st Airborne Division (Air Assault). He was promoted to Colonel in May 2002, and retired from the U.S. Army Reserve in May 2003, after

## Tuesday, May 19, 2009, continued

9:20 a.m.—12:00 a.m.

Capitol Room

### Keynote Presentation "The Magic of World Class Service"

Scott Lillie, Creative Leadership LLC

A first-hand look at how the best service organizations in the world create a cutting-edge service culture. How service expectations are developed and nurtured with your employee teams and how to celebrate and create lasting accountability for the single most important element in any organization, service.

12:00 p.m.—1:00 p.m.

Legislative / Judicial Room

### Networking Luncheon

A complimentary luncheon is provided with your registration. **Italian Buffet:** Pasta with marinara sauce, meat or vegetarian lasagna, chicken Italiano, garlic toast, Caesar salad, lemonade and iced tea.

1:00 p.m.—2:00 p.m.

Capitol Room

### "Making a Difference"

Scott Lillie, Creative Leadership Group LLC.

A focus on understanding our purpose and how our behaviors will impact the people and the world around us. Scott also shares the 7 elements followed by the most successful people.

2:00 p.m.—2:20 p.m.

Pre-Function Area

### Break

2:20 p.m.—3:20 p.m.

see below

### Concurrent Sessions

#### "Web 2.0—Why Should I Care?"

Capitol Room

Audrey Hinman, Chief Information and Technology Services Bureau, Montana Department of Administration

*Who Should Attend? Anyone!*

#### "Legislative Updates

Department of Labor & Industry

- Dore Schwinden, Deputy Commissioner
- Mike Cooney, Administrator, Business Standards Division
- Jerry Keck, Administrator, Employment Relations Division
- Roy Mulvaney, Administrator, Unemployment Insurance Division



State Room

*Who Should Attend? Everyone!*

#### "General Veteran Updates"

Senate Room

Brad Nelson, Veterans Program Manager, Department of Labor & Industry

*Who Should Attend? Job Service Staff who serve Veterans*

## Tuesday, May 19, 2009, continued

3:20 p.m.—3:40 p.m.

Pre-Function Area

Break

3:40 p.m.—4:40 p.m.

see below

### Concurrent Sessions

#### “Work Hard. Be Safe. Media Campaign”

Capitol Room

Carl Kochman, Communications & Public Relations Leader, Montana State Fund

An overview of Montana State Fund’s latest media campaign, the reasons behind the campaign, and how it was implemented.

- and -

#### “How Montana State Fund Sets Rates”

Dan Gengler, Internal Actuary, Montana State Fund

An overview of how Montana State Fund sets rates for policyholders. Learn the how and why.

*Who should attend? Anyone!*

#### “Human Rights”

State Room

Marieke Beck, Attorney, Human Rights Bureau

An update on the Americans with Disabilities Act; basics of Human Rights Bureau and Statistics; and new changes to the Bureau’s website.

*Who should attend? Anyone!*

#### “MT Indians 101”

Senate Room

Mike Jetty, Indian Education Specialist, Montana Office of Public Instruction

Introduction to information and resources developed by the Indian Education Division at the Office of Public Instruction. Overview of the essential understandings regarding Montana Indians, along with resources for learning about Montana tribal nations and strategies for working effectively in Indian Country.

*Who should attend? Job Service staff who serve Veterans*

4:40 p.m.—5:00 p.m.

All Rooms

Wrap-up and Reminders

## Wednesday, May 20, 2009

7:00 a.m.—8:00 a.m.

Legislative / Judicial Room

### Networking (Breakfast Buffet Provided)

A complimentary breakfast buffet is provided with your registration. **Menu:** Scrambled eggs, link sausage and crisp bacon strips, roasted breakfast potatoes, fresh seasonal fruit and assorted breakfast breads, freshly squeezed orange juice and freshly brewed coffee, decaf, or hot tea.



## Thursday, April 17, 2008, continued

End of Conference

Thank you, and come again next year!



### SPEAKERS



**Keynote Speaker—Scott Lilley, Creative Leadership Group LLC.** Scott became a key executive during his 24 years with the Walt Disney Company. While with Disney, Scott headed up a variety of business units, including Resort Hotels and the Walt Disney Food and Beverage Division. He led the Grand Opening Activities for the Euro Disney Resorts, in Marne-La-Vallee, France. Scott has traveled extensively throughout Asia and the Pacific Rim, benchmarking with the best service organizations in the world. He has played a key role in the development and piloting of many of Disney's quality management and leadership practices. He is a national keynote speaker and lecturer. Scott is the President and the Founder of the Creative Leadership Group LLC, an organizational and leadership development firm based out of Billings, Montana; Albuquerque, New Mexico; and Orlando, Florida.

**Rich Bechtel**—Rich's responsibilities encompass the areas of taxpayer assistance, constituent relations, and legislative affairs. He also serves as economic development liaison, working closely with the Governor's Office of Economic Development. Rich's career was launched staffing the Montana Constitutional Convention's Legislative Committee. He then staffed the Montana Legislative Council and the Blue Ribbon Commission on Postsecondary Education. Rich spent more than twenty years of his career directing the Washington, D.C. offices for the Western Governor's Association as well for three former Montana governors—Judge, Schwinden, and Stephens. He also served as a legislative assistant for U.S. Senator Lee Metcalf.

Rich recently moved back to Montana after serving more than 30 years in Washington, D.C. developing state and federal policy. Most recently, he worked for the National Wildlife Federation as their Senior Legislative Representative for Wildlife Policy and Conservation Funding. Prior to that, he was the Director of Federal Affairs for Governor Kitzhaber of Oregon..

**Marieke Beck**— Marieke is an attorney with the Department of Labor and Industry. After graduating from the University of Oregon with a incredibly useful political science degree, she attended law school at the University of Montana. After law school, Marieke clerked with the Honorable Justice William E. Hunt at Montana's Supreme Court. After clerking, she worked for five years with a civil rights group that advanced the interests of the physically and mentally disabled. In 2002, she was hired on as counsel for the Department's Human Rights Bureau (HRB). Marieke absolutely loves her job. When she's not working she spends her time with her exceedingly handsome husband and their two beautiful children: Malcolm and Esme.



**Jeanne M. Bender**—A partner in the Billings office of Holland and Hart, Ms. Bender concentrates on commercial, natural resources, and employment litigation, and also counsels clients regarding personnel matters. Ms. Bender has represented commercial and nonprofit entities in a variety of claims including land use disputes, breach of contract, wrongful discharge, discrimination, and insurance coverage matters. She has represented clients before the Montana Supreme Court and the Ninth Circuit Court of Appeals. She has appeared before the NLRB, the Mine Safety and Health Administration, the Montana Human Rights Commission and the state Departments of Labor and Industry and Environmental Quality. She has represented a number of clients in the Montana water rights adjudication process and associated litigation. She has given many seminar presentations on sexual harassment, wrongful discharge, discrimination, and related topics and, for a number of years, taught civil litigation at Rocky Mountain College. Every year since 2002, Ms. Bender has been recommended as one of Montana's leading employment lawyers in Chambers USA America's Leading Business Lawyers. She is included in The Best Lawyers in America and, for the last two years, has been named a Mountain States Super Lawyer. Ms. Bender is admitted to practice in state courts of Montana and Colorado, before the United States District Court and the Ninth Circuit Court of Appeals.



## Wednesday, May 20, 2009, continued

5:30 p.m.—6:30 p.m. Legislative / Judicial Room

**Networking Opportunity** (No Host Bar) - Raffle closes at 6:30!

6:30 p.m.—7:00 p.m. Capitol / State Room

**Award Ceremony**

7:00 p.m.—8:00 p.m. Capitol / State Room

**Networking Dinner**

A complimentary dinner is provided with your registration. **Harvest Buffet:** Char grilled Halibut filet basted with basil garlic butter, mustard crusted pork loin on apple and hazelnut dressing; sliced prim roast on Pinot Noir forest mushroom sauce; mashed Yukon Gold garlic potatoes; medley of Northwest vegetable sauté; spinach salad with sun dried cranberries, grilled pear and bleu vinaigrette; crisp cabbage slaw with wasabi dressing; fresh seasonal fruit with raspberry yogurt sauce; artisan breads and butter with olive oil and balsamic dressing; warm white chocolate bread pudding with brandy sauce and cream, freshly brewed coffee, decaf, Tazo hot or iced tea.

8:00 p.m.—9:00 p.m. Capitol / State Room

**Laughter is the Best Medicine**

Dr. Brad Nieder, *The Healthy Humorist*

Some call him the Funny Doctor. Some call him the Phunny Physician™. Still others call him Ethyl. To most, though, he's known as The Healthy Humorist™. He's Brad Nieder, M.D., a hilarious doctor and speaker who entertains, inspires, and enlightens audiences across the country with his unique blend of healthcare comedy and wellness advice.

## Thursday, April 17, 2008, continued

7:00 a.m.—8:00 a.m. Legislative / Judicial Room

**Networking and Continental Breakfast**

A complimentary continental breakfast is included with your registration. **Menu:** assorted mini muffins, assorted bagels with cream cheese, assorted whole fruit, assorted donuts, coffee, decaf, and tea.

8:00 a.m.—11:00 a.m. see below

**Concurrent Sessions**

**Workforce Services Division Staff Meeting** Capitol Room

- Keith Kelly, Commissioner, Department of Labor & Industry
- Dore Schwinden, Deputy Commissioner, Department of Labor & Industry

*Who should attend? Workforce Services Division Staff*

**JSEC Focus Group** State Room

A focus group to debrief on the 2009 conference and offer suggestions for 2010.

*Who should attend? MSEC and JSEC members*

## Wednesday, April 16, 2008, continued

8:00 a.m.—9:00 a.m. see below

**Concurrent Sessions**

**“Reducing Work Comp Costs while Keeping Montana’s Workers Safe and Healthy”** Capitol Room

Jason Swant, WorkSafeMT, Employment Relations Division

The public’s perception of Montana’s worker’s compensation system; an outline of the primary cost drivers in the worker’s compensation system, WorkSafeMT and solutions to these cost drivers; steps employers can take to implement Montana Safety Culture Act to address those cost drivers within their own business.

*Who should attend? Anyone!*

**“Working with the Media”** State Room

Casey Kyler-West, Public Information Officer, Montana Department of Labor & Industry

*Who should attend? Anyone!*

**“MontanaWorks”** Senate Room

Jim Pierce, Programming Supervisor, Workforce Services Division

*Who should attend? Job Service staff who serve Veterans*

9:00 a.m.—9:20 a.m. Pre-Function Area

**Break**

9:20 a.m.—10:20 a.m. see below

**Concurrent Sessions**

**Facilitating the Labor Market: An Alliance of State Workforce Agencies and Fortune 500 Companies** Capitol Room

Jolene Jefferies, DirectEmployers Association, Inc.

*Who should attend? Anyone!*

**“Unemployment Insurance Benefits”** State Room

Sharon Blunn, Training and Development Specialist, Unemployment Insurance Division

An overview of Unemployment Insurance Benefits

*Who should attend? Anyone!*

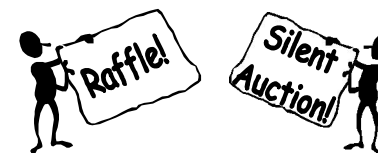
**“MontanaWorks” (cont.)** Senate Room

Jim Pierce, Programming Supervisor, Workforce Services Division

*Who should attend? Job Service staff who serve Veterans*

10:20 a.m.—10:40 a.m. Pre-Function Area

**Break**



**Wednesday, May 20, 2009, continued****10:40 a.m.—11:40 a.m.** **see below****Concurrent Sessions****“Human Resource Law”****Capitol Room**

Jeanne M. Bender, Partner, Holland and Hart LLP

*Who should attend? Anyone!***“UI4Employers”****State Room**Diane Bianchi, Field Unit Manager, Unemployment Insurance  
UI tax reporting, including rate calculations and corporate officer wages.*Who should attend? Anyone!***“Vocational Rehabilitation and Employment Programs”****Senate Room**

- Grant Ellison, Employment Coordinator, Department of Veterans Affairs
  - Dave DeLaney, Great Falls DVOP
- Real life use of Veteran’s Vocational Rehabilitation and Employment programs to get veterans into rewarding careers.

*Who should attend? Job Service staff who serve Veterans***11:40 a.m.—12:00 p.m.** **Capitol / State Room****Vendor Presentations****12:00 p.m.—1:00 p.m.** **Legislative / Judicial Room****Networking Luncheon**A complimentary luncheon is provided with your registration. **Fajita Bar:** Spicy beef and chicken, onions, peppers, warm flour tortillas, salsa, cheddar cheese, sour cream and guacamole, Mexican rice, refried beans, tossed salad, lemonade and iced tea.**1:00 p.m.—2:00 p.m.** **see below****Concurrent Sessions****“Department of Revenue Online Services”****Capitol Room**

- Rich Bechtel, Taxpayer Assistance and Public Outreach
- Darcie Wiebe, Unit Manager for E-Services
- Jason Slead, Education and Training

*Who should attend? Anyone!***“Wage & Hour”****State Room**Pam McDaniel, Supervisor, Wage & Hour Unit, Employment Relations Division  
Minimum wage, methods of payment, hours worked, travel time, overtime, salary, compensatory time, executive employees, administrative employees, professional employees, and outside salesman.*Who should attend? Anyone!***“Vocational Rehabilitation and Employment Programs” continued****Senate Room***Who should attend? Job Service staff who serve Veterans***Wednesday, May 20, 2009, continued****2:00 p.m.—2:20 p.m.** **Pre-Function Area****Break****2:20 p.m.—3:20 p.m.****see below****Concurrent Sessions****“Unemployment Insurance Benefits”****Capitol Room**Sharon Blunn, Training and Development Specialist, Unemployment Insurance Division  
An overview of Unemployment Insurance Benefits*Who should attend? Anyone!***“What is the Board of Labor Appeals?”****State Room**Leanora Coles, Attorney, Department of Labor & Industry  
The Point & Purpose of the Board of Labor Appeals; an overview of the Board composition & process; an explanation of how things proceed to the Board of Labor Appeals; and what to expect if you are before the Board of Labor Appeals.*Who should attend? Anyone!***“Veterans Administration State Approving Agency”****Senate Room**

- Bruce Knutson, Veterans Education Program Manager, VA State Approving Agency
- Tom Cummins, OJT/Apprenticeship Program Manager, VA State Approving Agency

**“Proud to Serve Again”**

LeRoy “Le” Gaub, Program Manager, Troops to Teachers

*Who should attend? Job Service staff who serve Veterans***3:20 p.m.—3:40 p.m.** **Pre-Function Area****Break****3:40 p.m.—4:40 p.m.****see below****Concurrent Sessions****“UI4Employers”****Capitol Room**Diane Bianchi, Field Unit Manager, Unemployment Insurance  
UI tax reporting, including rate calculations and corporate officer wages.*Who should attend? Anyone!***“Coping with Layoffs... You Are Not Alone!”****State Room**

- Ingrid Childress, Montana Interagency Rapid Response Team
- John Harper, Billings Job Service Workforce Center

*Who should attend? Anyone!***“Veterans Wrap-Up Discussion”****Senate Room**

Brad Nelson, Veterans Program Manager, Department of Labor &amp; Industry

*Who should attend? Job Service staff who serve Veterans***4:40 p.m.—5:00 p.m.** **All Rooms****Wrap-up and Reminders**